

Workplace Climate Survey FAQ

Get involved· Be proactive· Stay engaged·

1 What's the purpose of doing a Workplace Climate Survey?

The purpose of doing a Workplace Climate Survey is to find out employees' perspectives related to our work environment. Talking to employees would be the quickest and most direct method—that is, someone could just ask you for your opinion about your work environment. However, a survey allows for confidential collection of feedback, which isn't always possible in other forums. A survey also allows for an analytical view of the data—a reasonably objective organization-wide picture—and lets us see trends over time.

We have made progress since our last survey. For example, in response to results from that survey, we now have a formal Diversity and Inclusion policy, and routine metrics in place to measure and monitor workforce demographics that help inform the diversity of the workforce. We launched a *Workforce Reading & Discussion Program* to help strengthen the diversity conversation in the workplace. And we instituted a mandatory supervisory training program to meet the professional development needs of new and experienced supervisors. However, we know there's opportunity for improvement and your survey responses will help bring this into focus.

2 What are the goals of the Workplace Climate Survey?

The overall goal of the survey is to help Tompkins County better understand how the existing organizational culture is supporting or hindering an equitable and respectful workplace. Survey results will provide a baseline assessment of the culture's strengths and weaknesses—for the County as a whole and at the department level.

3 Is this a work satisfaction survey?

There will be questions about job satisfaction, but this survey is multi-dimensional with an emphasis on employee engagement and how our employees perceive the organization. The survey takes into account a number of things that impact workplace climate and asks your opinion on several different areas: work satisfaction, commitment to the organization, leadership effectiveness, inclusiveness and diversity, effective communication, access to opportunities for professional development, and accountability.

4 Who developed the Workplace Climate Survey?

The survey was developed by The Kaleidoscope Group, LLC, a Chicago-based consulting firm with over 20 years experience designing organizational assessments. Survey questions were developed in consultation with the County. (Also see response to question #6.)

5 Is the Workplace Climate Survey confidential?

Yes, absolutely. You will not be asked to put your name on the survey and your individual feedback, including demographic data, is confidential. Our survey administrator, The Kaleidoscope Group, will not release any raw data to the County. We will only see aggregated data, not individual responses.

6 There was a survey done in 2010. What is going to be different this time?

The 2010 survey was designed and administered in-house. This time we will use an external consulting firm, The Kaleidoscope Group, LLC, that has over 20 years experience with developing and administering organizational assessments.

Building upon the 2010 survey that focused primarily on diversity and inclusion, the 2015 survey will also include the following areas: work satisfaction, commitment to the organization, leadership effectiveness, accountability, effective communication, and access to opportunities for professional development. The intent is to gain in-depth understanding of the existing organizational culture, including strengths and opportunities for improvement, and to guide County leadership on best practice for ensuring an equitable and respectful workplace.

7 What is the role of the Kaleidoscope Group?

The Kaleidoscope Group, LLC, (KG) is a full-service, diversity and inclusion (D&I) consulting firm headquartered in Chicago with a national presence and global reach. Founded in 1993, The Kaleidoscope Group is recognized among the top 10 pioneers in the D&I industry. The Kaleidoscope Group believes that any organization, like a kaleidoscope turning, can transform its performance with equally brilliant results. See this link for more information on KG: <http://kgdiversity.com/>

KG will serve as the survey administrator. They will develop the survey and provide us with a report and recommendations. KG will use a third-party vendor, Walker Information, to program the survey, collect respondent feedback and analyze the data. See this link for more information on Walker: <http://www.walkerinfo.com/>

8 How will the survey be administered?

The survey will be administered online from February 9-20, 2015. An email will be sent to all employees when the survey is officially launched. All employees and members of the County Legislature are encouraged to participate.

Paper surveys will be made available only to employees who do not have routine access to computer work stations. Please contact your supervisor or department head for details.

9 What if I do not have access to a computer?

If you do not have access to a computer in your work area, a paper survey can be made available. Please contact your supervisor or department head for details.

You can also use the public access computers located at Tompkins Workforce New York, Center Ithaca, 2nd Floor, suite 241. Computer access will be available Monday through Friday, 8:30 a.m.–4:00 p.m. beginning February 9, 2015 until the survey officially closes on February 20, 2015 (the office will be closed Monday, February 16 for the President's Day holiday). Auxiliary aids and services are available upon request to individuals with disabilities. Please contact the office in advance at 272-7570 if you need reasonable accommodation.

10 How long is the survey?

Estimated time to complete the survey is 20-30 minutes. You must complete the survey in one sitting; you cannot start the survey, stop, and then re-start where you left off.

There are approximately 50 questions on the survey, not including voluntary demographic data. Most questions will ask you to rate your level of satisfaction or level of agreement with a particular statement. Here are a few examples (for illustrative purpose):

- There is a spirit of cooperation among those with whom I work.
- I am clear on my roles and responsibilities.
- My supervisor encourages suggestions from all employees.
- I feel valued by my employer.

The survey will also include two open-ended questions that ask for your ideas for creating a

positive and inclusive work environment for every employee.

11 May I use County work time to complete the survey?

Yes, all employees are approved to use work time to complete the survey. All Department Heads have been made aware of this.

12 Is my participation voluntary?

The survey is voluntary and we encourage all employees to complete the survey. We want to hear from each and every one of you so we get an accurate understanding of what our workplace climate is like.

13 Are respondents required to answer all the questions on the survey?

We need your best answer to each question, although response to all questions is not required. Your engagement in this process is one of the best mechanisms for enabling real change to occur. Again, the survey is voluntary and we encourage all employees to complete the survey in its entirety.

14 What are the next steps after the survey is closed?

After the Kaleidoscope Group compiles the results, their report will be shared with you and used to develop action plans focused on areas where improvement is needed. Because our diversity policy calls for surveys to be undertaken every three years, the results will also help us track our progress over time.